Goddard Procedures and Guidelines

DIRECTIVE NO. GPG 5900.1D	**APPROVED BY Signature:** *Original Signed by*
EFFECTIVE DATE: November 2, 1999	**NAME:** A. V. Diaz
EXPIRATION DATE: November 2, 2004	**TITLE:** Director

Responsible Office: 300/Office of Systems Safety and Mission Assurance

Title: CONTROL OF CUSTOMER-SUPPLIED PRODUCT

PREFACE

P1.   PURPOSE

This procedure establishes the process for ensuring that Customer-Supplied Products delivered to the Goddard Space Flight Center (GSFC) are properly identified, verified, inspected, processed, handled and stored.

P2.   APPLICABILITY

This procedure applies to all organizational elements of the GSFC and to those products that are received from a customer for incorporation into GSFC product or for use in activities related to the development of GSFC product.

P3.   AUTHORITY

NPD 8730.3, NASA Quality Management System Policy (ISO 9000)

P4.   REFERENCES

a. GPG 1310.1, Customer Commitments and Review

b. GPG 4520.2, Incoming Inspection and Test

c. GPG 5330.1, Product Processing, Inspection and Test

d. GPG 5340.2, Control of Nonconforming Product

e. GPG 6400.1, Handling, Storage, Packaging, Marking, Preservation, and Transportation

P5.   CANCELLATION

GPG 5900.1C, Control of Customer-Supplied Product

Goddard Directive No. __GPG 5900.1D_____
Effective Date: November 2, 1999_____
Expiration Date: November 2, 2004_____

Page 2 of 5

P6.   RECORDS

Quality Record Title	Record Custodian	Retention
Completed Work Order Authorization (WOA) or equivalent for application to software products	Applicable Product Manager (PM)	NRRS 5/10 May be destroyed when 2 years old.

PROCEDURE

1.   DEFINITIONS

a.   Customer-Supplied Product (CSP) - Any product, including materials, parts, fixtures, items or assemblies, provided by an external GSFC customer for incorporation into GSFC product or for activities related to the development of GSFC product.

b.   Product Manager (PM) - The individual designated as having management responsibility for a product.

c.   Product Design Lead (PDL) - The manager or leader with overall responsibility for managing the design activity, managing the technical and organizational interfaces identified during design planning, and where required, forming and leading the Product Design Team. The term refers to flight project managers, mission managers, instrument managers, subsystem technical managers, integrated product development team leaders, lead engineers, etc.

2.   IMPLEMENTATION

2.1   From applicable customer requirements (see GPG 1310.1), the PDL shall identify CSP expected for delivery to GSFC and prepare receiving inspection instructions in accordance with GPG 4520.2. At a minimum, CSP shall be inspected for count and condition upon receipt. If the customer requirements provide specific incoming inspection and test instructions, these will be incorporated into applicable receiving inspection and test instructions.

2.2   Upon receipt at GSFC, CSP shall be identified as such on the Work Order Authorization (WOA) form or equivalent (see GPG 5330.1) and inspected per the applicable instruction (see 2.1).

2.3   CSP nonconformances will be identified and segregated in accordance with GPG 5340.2 and referred by the PDL to the customer for disposition instructions.

2.4   When CSP has completed incoming inspection and test it shall be released to the PDL for accomplishment of any customer-provided repair/rework instructions and continuation of planned processing.

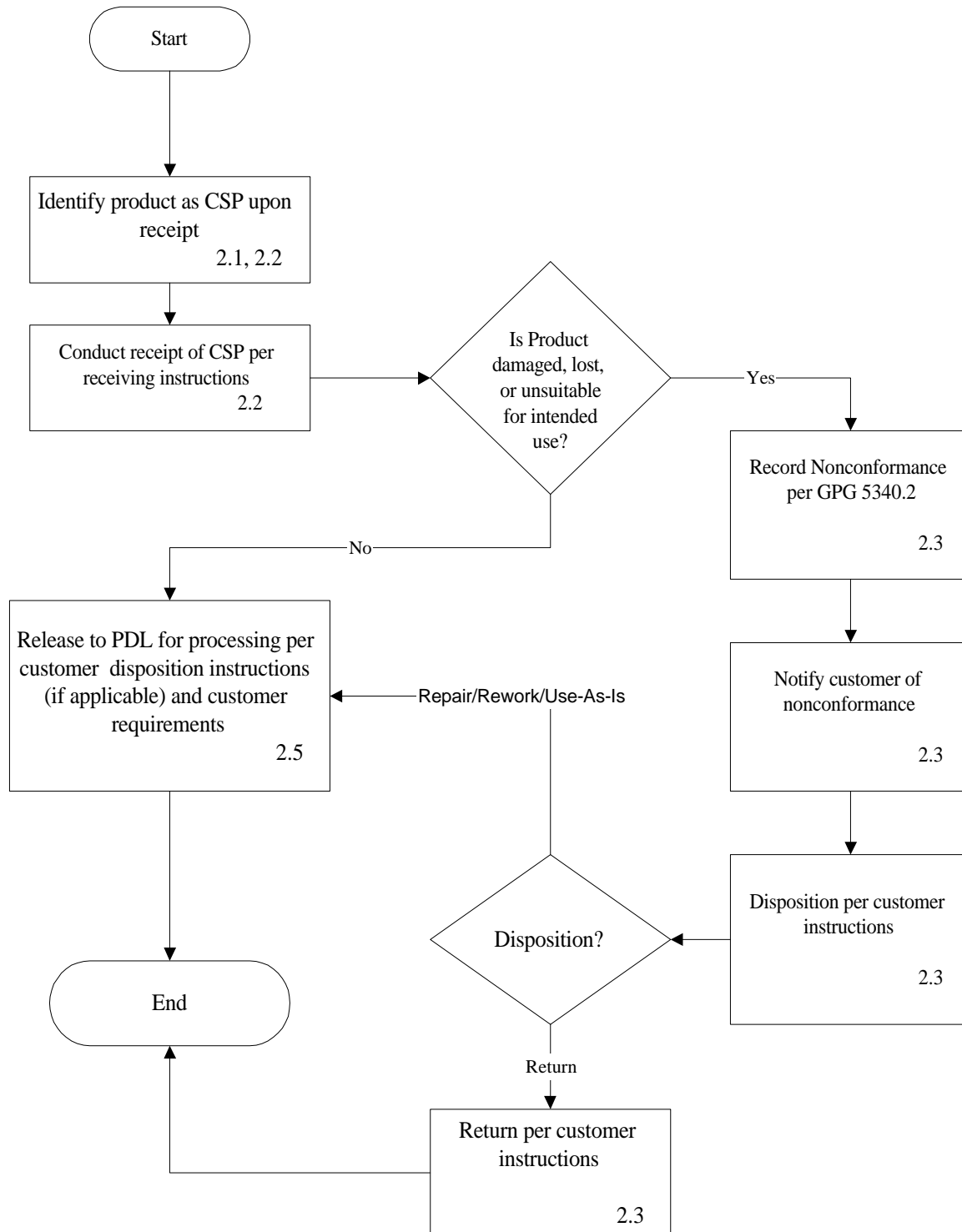2.5   Rework or repair of CSP shall be performed only when authorized by documented instruction from the customer.

Goddard Directive No.   GPG 5900.1D   **Page 3 of** 5
Effective Date: November 2, 1999
Expiration Date: November 2, 2004

2.6   Damage to or malfunction of CSP during GSFC processing will be documented and handled as nonconforming material per GPG 5340.2 and reported to the customer for disposition instructions. CSP which has been lost shall be documented as a GSFC nonconformance in accordance with GPG 5340.2 and reported to the applicable customer through the cognizant GSFC Contracting Officer by the applicable Nonconformance Lead (see GPG 5340.2).

2.7   Handling and storage of CSP, including the identification of any specific customer storage or storage maintenance requirements, shall be accomplished in accordance with GPG 6400.1.

Goddard Directive No.   GPG 5900.1D _____   **Page 4 of** 5
Effective Date: November 2, 1999_____
Expiration Date: November 2, 2004 _____

CONTROL OF CSP FLOWCHART

Start

Identify product as CSP upon receipt
2.1, 2.2

Conduct receipt of CSP per receiving instructions
2.2

Is Product damaged, lost, or unsuitable for intended use?

Yes

No

Record Nonconformance per GPG 5340.2
2.3

Release to PDL for processing per customer disposition instructions (if applicable) and customer requirements
2.5

Repair/Rework/Use-As-Is

Notify customer of nonconformance
2.3

End

Disposition?

Disposition per customer instructions
2.3

Return

Return per customer instructions
2.3

CHANGE HISTORY LOG

Revision	Date	Description of Changes
Baseline	8/12/98	
A	10/06/98	Header and footer format changes. New title for GPG 1310.1 reference. Addressed lost CSP. Identified maintenance responsibility for quality records.
B	02/26/99	Delete reference to GPG 5310.4. Modified definition 1(a) for consistency with Quality Manual.
B	03/31/99	Moved paragraph 3. Records to P6 in order to comply with GPG 1410.1.
C	08/16/99	Deleted GPG 5330.3 references and updated title to GPG 5330.1. Rewrite of 1(a) definition for clarity. 2.5 amended to indicate customer disposition instructions must be in writing.
D	11/02/99	P2 - Reworded P6 - Inserted "Completed" before Quality Record Title and changed custodian from PDL to PM. Reworded retention period. Added 1(b) definition.